



## Australian Government

### IP Australia



Thank you for considering IP Australia as your next career move. Our purpose is to enable Australians to benefit from great ideas by providing a world-leading intellectual property (IP) system. Trade, investment and commercialisation all depend on an innovation ecosystem that is modern, effective and efficient and this ensures Australian industry is resilient and internationally competitive.

Innovation and a commitment to customer service excellence underpin our operations. We harness data and technology (including AI), to continually improve the quality and effectiveness of our products and services. We are committed to adaptation, embracing change and finding new ways to meet the current and future needs of the IP system – including through our in-house innovation lab, IPA Ventures. This requires a culture of curiosity, and openness to feedback.

Our people are our greatest asset. We're a high-performing agency, invested in building staff capability, creating career pathways and shaping a positive and inclusive culture, where everyone

belongs. To ensure we attract the best and brightest minds, careers at IP Australia provide challenging opportunities to develop leadership and management skills, contributing to our position as leaders of IP rights administration in the region.

Our People Strategy and Diversity and Inclusion Strategy guide these commitments and set clear expectations for managers and employees, reinforcing the values and expected behaviours of all staff.

We recognise the benefits to individuals and teams of balancing work with everything else in life. We have a genuinely hybrid workplace and with this embedded flexibility, we

deliver a more agile and inclusive environment that attracts and retains the best talent and supports wellbeing.

I'm extremely proud of the vibrant and inclusive culture we have built, and the range of networks that support our people to thrive in the workplace. The work we do at IP Australia makes a difference. It directly benefits Australia's economic prosperity by rewarding creativity, promoting investment and encouraging technological advancement.

I hope you'll join us!

Michael Schwager  
Director-General  
IP Australia





## Message from the Director General

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## Candidate Kit

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<b>Position Title:</b>	Director, Data Front Door & Analytics
<b>Classification:</b>	Executive Level 2
<b>Employment status:</b>	Ongoing
<b>Number of vacancies:</b>	One
<b>Employment type:</b>	Full-time
<b>Salary:</b>	\$146,680 – \$170,991 + 15.4% employer super contribution (pro-rated for part-time)
<b>Section:</b>	Data & Analytics
<b>Group:</b>	Data and Technology
<b>Location:</b>	Flexible location - IP Australia employees can work from anywhere in Australia, providing they can maintain a safe and productive working environment. We have offices in Canberra (Ngunnawal Country) and Melbourne (Naarm), and a shared hub in Sydney (Gadigal Country). Employees close to these locations can maintain a hybrid approach of working in the office and from home.
<b>Security Classification:</b>	BASELINE
<b>Contact officer</b>	Kieran Power 02 62832471 kieran.power@ipaustalia.gov.au

## Group Responsibilities

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The Data and Technology Group (DTG) is driven by the IP Rights ecosystem. We work across many digital, technology and business domains to deliver ICT services and products to IP Australia, customers, stakeholders and ultimately the Australian public. DTG works across the agency to ensure our people have fit for purpose tools, products, and services to meet our commitments to the Australian Government. In collaboration with our stakeholders, we make decisions on information, data, investments, risks and IT security as they apply to our current and future capability. Our core focus is enabling the reliable and efficient administration of IP Rights through resilient and secure technology systems and platforms. Our aim is to improve the delivery and quality of experience for our DTG staff, customers and for our people.

## Section Responsibilities

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The Data Front Door & Analytics (DFDA) team within the Data & Analytics sub-group is the first point of contact in providing corporate and intellectual property (IP) rights data to internal and external stakeholders for planning, reporting and in-depth analysis and analytics. The team plays a key role in supporting IP Australia's Senior Executives with evidence-based advice to guide strategic and business decisions. The key functions of DFDA include conducting operational, corporate, and strategic planning, leading the organisation's data visualisation capabilities, and providing analytics and data services tailored to internal stakeholders. The team also works with external stakeholders including across government, international IP offices and the research sectors by providing open data products and promoting the use of IP data to create insights and inform decision making.

## Our Opportunity

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IP Australia has an ambitious program for the presentation, interpretation, and application of data for our organisation. Our data goes back over one hundred years and is key to informing business decisions, research, and policy. The Director, Data Front Door and Analytics, will work to the Chief Data Officer and will lead a diverse team of data analysts, data scientists, and reporting and data visualisation experts who provide analytics and insights to internal and external stakeholders on IP Australia's intellectual property rights data. The role requires collaboration across the agency with data stewards, project teams and business groups, IP Australia's Executive and other areas in the Data & Analytics sub-group including Data Engineering and Data and Information Governance teams.

To be successful in this role you will require advanced leadership, communication, negotiation and stakeholder engagement experience, an understanding of data analytics, data science techniques, and data visualisation that relate to intellectual property data.

This role blends detailed analytics work with data visualisation and stakeholder engagement and provides an excellent opportunity to make a meaningful contribution to the management and use of Australia's intellectual property data.

As the Director in Data Front Door & Analytics, you will:

- lead a team that provides a single point for internal and external data requests, IP analytics and report requests, as well as preparing open data products and other data extracts
- lead a team to develop, deliver and improve IP rights data, analytics and data visualisations, and to expand the interactive access to data for all stakeholders
- collaborate across government and IP Australia to make the best use of Australia's IP rights data to guide decision making and policy development
- manage risk and responding to operational and technological change, ensuring that strategic analysis and data products are resilient, transparent and adaptable to evolving organisational needs.

We are looking to fill this position on an ongoing basis. Future positions may be offered on an ongoing or non-ongoing basis subject to operational requirements. Where a non-ongoing position is offered, the role will be filled for a specified term of up to 12 months.

At the end of the recruitment process, a merit pool of suitable candidates may be created. Those found suitable will be advised that they have been placed in the pool. The merit pool is valid for 18 months from the date the process was advertised. The merit pool may be used throughout the period to fill similar positions in the event positions become vacant.

## Job specific capabilities

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The successful candidate will:

- have high level leadership, management and interpersonal skills, and the ability to motivate, guide, mentor and develop staff.
- have high level communication, negotiation and collaboration skills, and ability to build effective networks in a work environment.
- have knowledge of data management, data preparation, analytics techniques and effective data visualisation.
- have excellent analytical and research skills, and a proven track record of complex problem solving and managing projects through to completion.
- be highly motivated and flexible in your approach to work and contribute to section, group, and organisational outcomes.
- have knowledge of Australia's intellectual property systems and their policy environments, or the ability to quickly acquire that knowledge.

It is expected that all IP Australia employees:

- demonstrate attitudes and behaviours responsive to workplace change (including participate in and encourage others to participate in change and contribute to successful outcomes)
- improve organisational performance through effective engagement with and management of risk within relevant sphere of influence
- establish clear expectations and create an environment to achieve stated goals and objectives, take ownership and honour commitments
- uphold and maintain the APS Values and Code of Conduct
- maintain an understanding of their/worker responsibilities under the *Work Health & Safety Act 2011* (WHS Act) and a commitment to promoting a healthy and safe workplace.

Applicants are encouraged to refer to the attached Capability Framework documentation which outlines agency wide behavioural descriptors for the five core capabilities at the EL2 classification.

## Eligibility requirements for employment at IP Australia

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Under section 22(8) of the *Public Service Act 1999*, employees must be Australian citizens to be employed in the Australian Public Service (APS).

All applicants offered employment will be required to successfully undergo a pre-engagement screening check, even if they have a security clearance. The screening check involves reviewing your background & personal circumstances to minimise risks in giving access to IP Australia information/resources. This screening check is conducted in accordance with the Australian Government Protective Security Policy Framework requirements.

Some applicants may be able to obtain and maintain a security clearance at a specified clearance level – please check the vacancy information section for security clearance requirements.

The successful applicant must be willing to disclose all relevant and required information.

## How to apply

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Applications must be submitted through IP Australia's online recruitment system, IP Hire. If you have difficulties using IP Hire, please contact the Recruitment Solutions team on 02 6283 2567.

To apply for this vacancy, you are asked to complete the online application form which includes submitting:

- A one-page statement (max 750 words) outlining how your skills, knowledge, and experience make you the right person for the role. You should include details of relevant achievements/examples that demonstrate your suitability.
- A current CV detailing recent employment history which is relevant to the advertised position.
- The name and contact details of two referees.

Most of the communication you'll receive about this process will be via email so please take this into consideration when submitting your application. For example, it is best not to use a work email if you are going on leave as we cannot change the process to accommodate the non-receipt of emails.

## How you will be assessed

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IP Australia use competitive merit-based recruitment processes. Candidates will be assessed against the job specific capabilities and duties, so it is important you frame your response around these.

IP Australia has its own capability framework that provides clarity and consistency for a professional and highly competent workforce, now and into the future. There are five core capabilities, relevant to each classification, and a +1 technical capability which varies depending on the role.

IP Australia uses a range of assessment methods which may include application and resume assessment, interview and/or written assessment and/or psychometric assessment and the collection of a referee report/s.

## Diversity and inclusion

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We celebrate and champion diversity to ensure we reflect the community we serve, and pride ourselves on our inclusive culture. We welcome applications from Aboriginal and Torres Strait Islander peoples, people of all genders, people with disability, people from culturally and linguistically diverse backgrounds, those who identify as LGBTQA+, mature aged employees and carers.

### Reasonable adjustments

We want you to be able to shine in the assessment process so if you require any personalised adjustments to assist you to participate fully in this recruitment process, please indicate this in your application form (or by contacting the Recruitment Solutions Team).

A member of either the Recruitment Solutions Team or the Selection Panel will contact you to discuss your needs. All reasonable requests for adjustments will be facilitated if possible. Personalised adjustments are also available to employees who commence with IP Australia to assist them to perform the duties of their role to the best of their ability.

Any information provided is private and confidential and will only be used to provide accommodations and will in no way determine the outcome of an application.

### RecruitAbility

The [RecruitAbility scheme](#) has been applied to this vacancy. RecruitAbility is a scheme which aims to attract and develop applicants with disability.

Applicants with disability who opt into the scheme; declare they have disability; and meet the minimum inherent requirements of the vacancy will be advanced to a later stage in the selection process. Merit remains the basis for engagement and promotion.



## About IP Australia

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IP Australia is the Australian Government agency responsible for administering Australia's intellectual property (IP) rights system, specifically patents, trademarks, designs, and plant breeder's rights. IP Australia also undertakes programs to educate and promote an awareness of IP, provides IP policy input to Government, develops legislation to support the IP system and contributes to bilateral and multilateral negotiations to improve IP protection internationally.

Australia's IP rights system supports innovation, investment, and international competitiveness. IP investment in Australia is valued at about 40 billion dollars.

We are an Australian Government agency with a passion for bright ideas, offering a great work-life balance, flexible working arrangements and rewarding career paths in the IP industry and/or Australian Public Service.

IP Australia embraces flexibility, including hours and location. Most of our roles can be done from anywhere in Australia, as long as you have reliable internet connection and an appropriate office set-up. We have offices in Canberra (Ngunnawal Country) and Melbourne (Naarm) for employees who are located within a reasonable distance to the office and most employees work a mixture of days in the office and days from home. Employees who are not located near an office, work completely remotely.



## Working in the APS

Australian Public Service (APS) [Values](#) guide us through our working lives, setting expectations for shared behaviour that keep our workplace harmonious and productive. The values are also a promise to the people of Australia that we can be trusted to act with integrity, in their service and in accordance with the Public Service [Code of Conduct](#).

You can find out more about the APS's Employee Value Proposition here: [Work with us | APS jobs](#)





## CAPABILITY FRAMEWORK - RELEVANT TO EXECUTIVE LEVEL 2



### **Agility and innovation – inspire and drive a culture of agility and innovation across the organisation**

- Display innovative, creative and lateral thinking; introduce new and creative ideas to develop solutions.
- Actively seek opportunities to utilise innovative products, trends and leverage technology to implement continuous improvement activities to benefit the organisation.
- Engage in high-level critical thinking to identify connections between highly complex issues and capitalise on innovative solutions.
- Initiate and implement the development of innovative methods, practices and technology; manage and be accountable for the delivery of the benefit to the organisation and the community.
- Challenge the status quo, embrace and promote change initiatives, and harness new ideas to contribute to organisational goals.



### **Customer centric – inspire and drive a culture of quality customer service in the organisation**

- Initiate and develop partnerships with customers to anticipate, define and evaluate service performance outcomes.
- Ensure compliance with performance standards for service delivery, set within an area of expertise, to deliver quality customer service.
- Proactively ensure that the organisation's digital delivery systems, business processes, policies and programs within an area of expertise, align with customer expectations.
- Influence and formulate the strategic direction and takes responsibility for the full range of customer service functions within an area of expertise.
- Engage, negotiate and influence across government and industry including international partners, on standards of customer service and accessibility.



### **Data literacy – inspire and drive a culture of data literacy**

- Lead the use of data systems and tools to support organisational goals and demonstrate a clear awareness and understanding of the frameworks and data guides used in own work area, the organisation and APS.
- Seek clarification to validate potential options and understand the impacts and opportunities the solution will have on the business to ensure it aligns with the strategic direction.
- Possess the ability to analyse a range of information types and draw sound, logical conclusions that will support decision-making.
- Lead and drive change to improve data in line with technologies to deliver outcomes.
- Ensure systems are maintained and improved to protect the privileged use and integrity of the data.



### **Engages with risk – inspire and drive a culture of risk management**

- Anticipate the shifting environment and manage moderate risk.
- Provide constructive feedback on risk management activities.
- Empower people to make evidence-based risk decisions.
- Promote an environment of open communication that leads to IP Australia's target risk culture.
- Allocate resources and lead the adoption of risk management policies, strategies and best practices.



### **People, network and self-leadership – inspire and drive a culture of authentic leadership**

- Guide, mentor and develop staff, facilitating performance improvement conversations.
- Promote the need for change and respond to complex challenges and changes with a high level of flexibility, resilience and persistence.
- Promote a growth mind set and create psychological safety.
- Develop and strengthen new and existing relationships across business groups, government, industry and with international partners.
- Create a learning organisation by demonstrating strong self-awareness by actively seeking, reflecting and acting on feedback on own performance.



### **Job Specific Technical Capabilities**

- Draws together technical/professional advice on highly complex and ambiguous issues.
- Stays informed using up-to-date technical expertise, research and international best practice.
- Supports the design of technical solutions and co-ordinates their development and implementation.
- Coaches and mentors others to share technical expertise within the agency and, where applicable, the profession.
- Anticipates and manages complex technical risks and escalates highly complex issues to the Executive when necessary.